

*SUSTAINABILITY
REPORT 2024*

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1 INTRODUCTION

This report details the actions and progress made in terms of sustainability during the year 2024 at Hotel Es Port, as well as the objectives set for the coming year.

During the year under review, important actions have been implemented to improve the sustainability of our establishment. These initiatives include the development and implementation of the Circularity Plan, as well as the development and registration of our carbon footprint report in accordance with the ISO 14064-1 standard.

In addition, we have continued to carry out various actions in all areas of our hotel, with the aim of contributing more and more to local economic development and to the care of people and the environment, within our possibilities.

Detailed information on each aspect of our sustainability system, including actions taken and evaluation of the results achieved, is presented below.

We encourage you to review this report, we will be happy to answer any questions may have and welcome any suggestions you may wish to share.

2 ENVIRONMENT

2.1 ENERGY

In the field of energy, the following measures have been implemented to achieve efficient energy management:

- ✓ Ideas for energy saving in staff areas continued to be presented.
- ✓ Incidents in room domotics have been followed up; the movement sensors in the rooms have been removed in order to avoid unnecessary switching on of lights, caused for example by wind currents. In replacement, an individual card reader system has been installed to enable switching on of lights.
- ✓ The hotel's machinery has been replaced, taking energy efficiency into account as the main criterion when choosing; a more efficient dishwasher has been in the Sa Tafona bar, a more sustainable industrial dryer, a system to regulate the power of the light in the office area, and a

more efficient Hoover for the cleaning staff. In addition, the air-conditioning system on the third floor of the hotel has also been upgraded.

- ✓ The hotel's communication system has been further improved by installing new antennas in the pool area to ensure the correct connectivity of the new PDAs.
- ✓ Towel reuse is monitored.
- ✓ In the laundry area, working methods have been modified to avoid mixing cleaner fabrics with dirtier ones, which has allowed the use of shorter and colder washing cycles.
- ✓ The installation of a fire generator has been carried out.
- ✓ Work is underway to install a new heat pump system, also avoiding the use of fossil fuels.
- ✓ The hours of availability of the hotel sauna and Hamman area have been reduced; instead of having the equipment available in the morning and afternoon, it is offered in the evening and in the mornings upon request.
- ✓ An electric bicycle rental service continues to be available to reduce the use of fossil fuels.
- ✓ An electric *buggy* has been purchased which will contribute to the reduction of the use of fossil fuels.
- ✓ Information on subsidies for electric vehicles has been sent to all staff and free advice has been offered to those wishing to apply.
- ✓ The carbon footprint has been calculated and verified in accordance with ISO 14064.

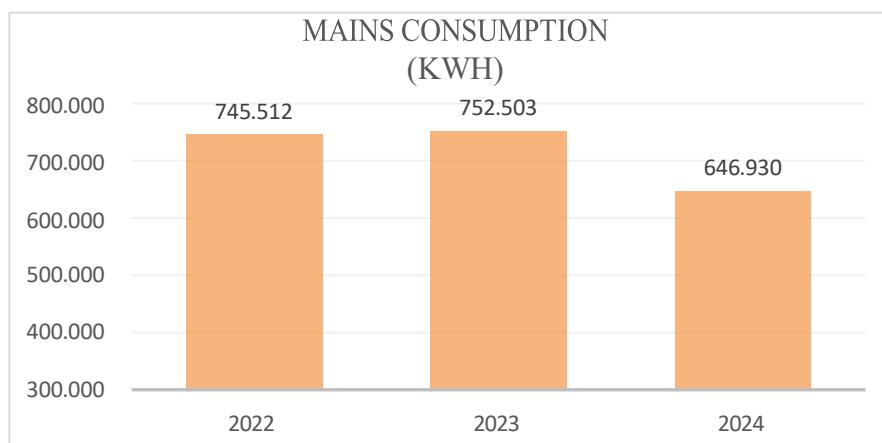
The results of grid energy consumption for the year 2024 as well as the comparison with the previous year can be seen in the following table:

Table 1: Energy consumption 2022 - 2023

	2022	2023	2024	Comparison 2023 a 2024
<i>Grid consumption (kWh)</i>	745.512	752.503	646.930	- 105.573
<i>Stays</i>	73.659	73.006	77.174	+ 4.168
<i>relative kWh (kWh total / stays)</i>	10,12	10,31	8,38	-1,92
<i>Self-consumption kWh</i>	54.698	50.869	47.739	-3.129
<i>% Self-consumption</i>	7,34%	6,76 %	7,37 %	+ 0,61

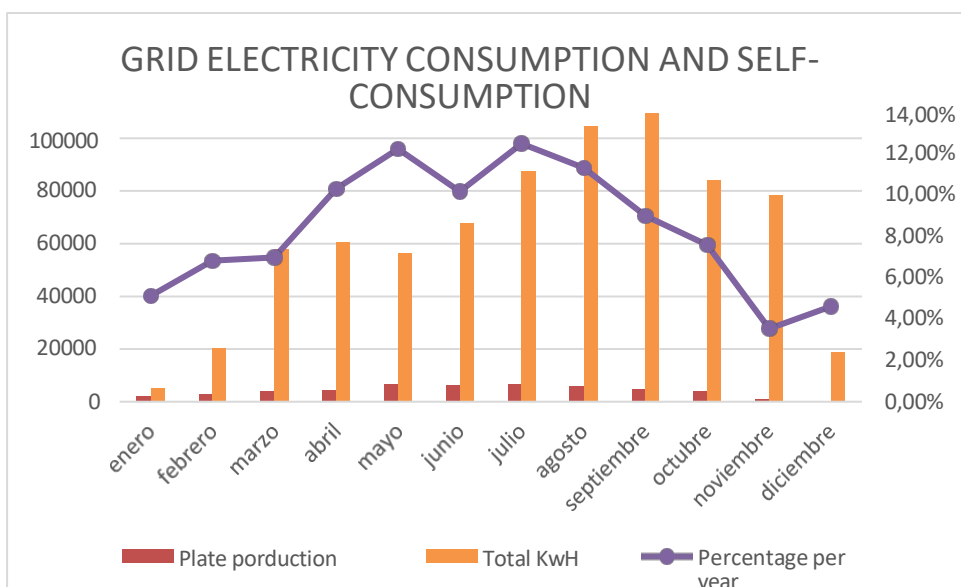
It can be seen from the data presented in the table that mains consumption has decreased significantly despite an increase in the number of rooms, which in turn reduces the kWh per room. In addition, the percentage of self-consumption of electricity has also increased compared to the previous year, which in turn justifies the decrease in mains electricity consumption.

Some of the above data are presented in graphs below in order to make the change from one year to the next clearly visible.



Graph 2: Energy consumption 2022 - 2024 in kilowatt hours.

The graph shows more clearly the decrease in consumption of the establishment with respect to the two previous years. This drop allows the hotel to recover from the minimal increase experienced in 2023.

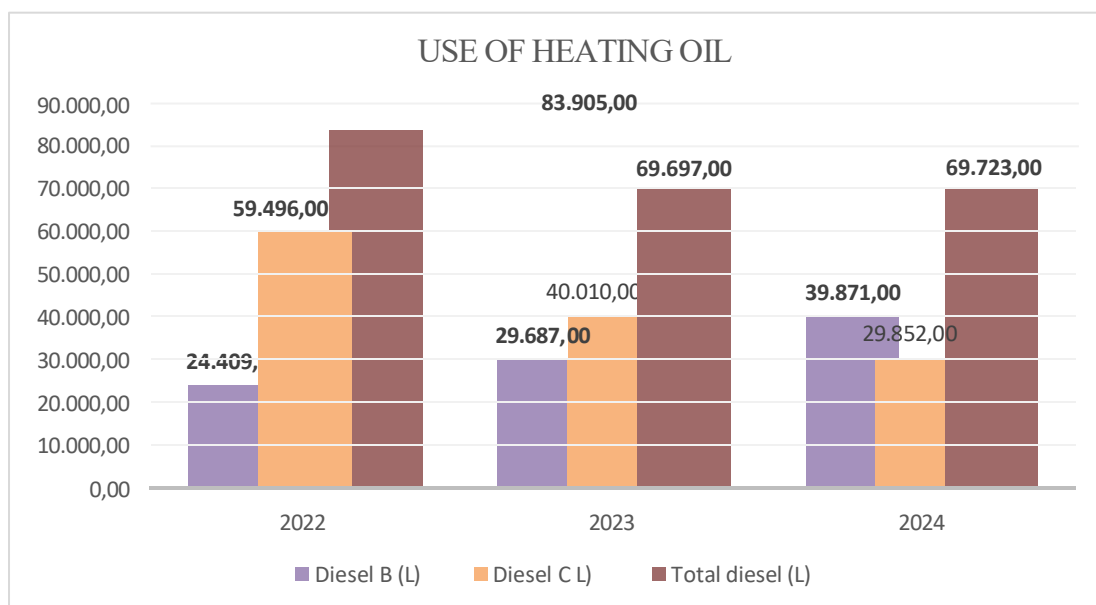


Graph 2: Energy consumption 2022 - 2024 in grid consumption and self-consumption according to months.

This graph shows the total consumption of kWh and the production of solar panels in the different months of the year 2024. From these, it is possible to calculate the percentage that the production of solar panels represents in relation to the total consumption. This percentage has resulted in an average of 7.37 % in the past year.

Furthermore, it can be seen that the above-mentioned percentage varies depending on the year, which is due to the occupancy levels of the hotel. It is also important to mention that the unevenness observed in the production of solar panels at the end of the year corresponds to a breakdown in the panels.

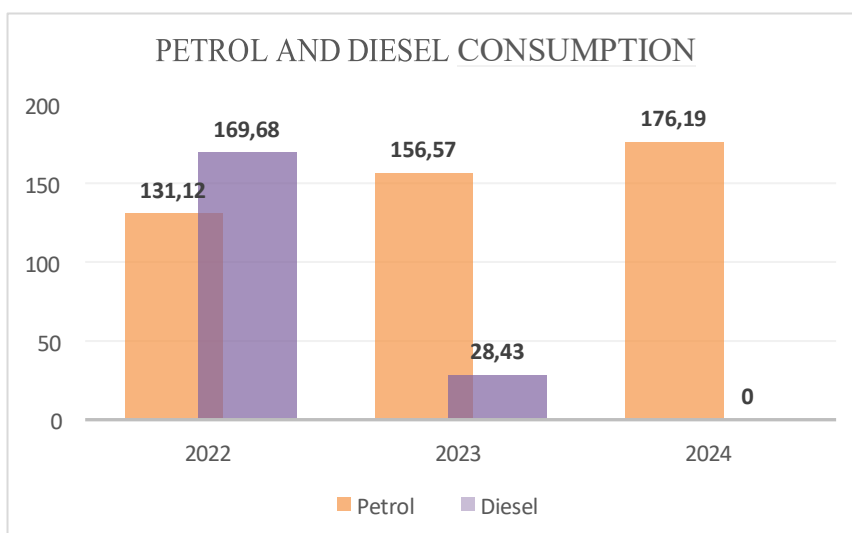
With regard to the consumption of diesel for the boilers, a decrease in type C diesel can be observed over the years, which is due to the fact that these have been years with particularly warm climates, so less energy has been needed to heat the water. It is also expected that in the coming years the boiler will be replaced in order to avoid the consumption of this type of fossil fuel. As far as diesel B is concerned, a rise in its levels has been observed, but to date the causes have not been found, and so it will continue to be monitored to see how these indicators continue to perform in the coming seasons.



Graph 3: Consumption of diesel B, C and total.

Regarding the use of other fuels, in our establishment we use petrol gardening tools and formerly diesel for a vehicle for different tasks within the hotel.

The graph below shows a slight increase in petrol use over the years and a complete elimination of diesel use, partly due to the increased workload of the gardening staff and partly due to the replacement of the facility's vehicles with electric vehicles as part of our sustainability system improvement goals.



Graph 3: Petrol and diesel consumption over the years.

2.2 WATER

The measures that have been taken to promote the efficient management of this resource are detailed below:

- ✓ The use of grey water from 42 rooms in the establishment for garden irrigation has continued.
- ✓ The recording and monitoring of general consumption has continued.
- ✓ Monitoring of water reuse.
- ✓ Water-saving ideas for staff areas.
- ✓ *Mulching*, an organic compound, has been incorporated, which provides the plants with nutrients and allows them to retain more humidity, using less water for irrigation.
- ✓ Watering at night.
- ✓ Water meters have been installed at the grey water treatment outlet and metering has begun.
- ✓ We have sought a better segregation of the elements to be washed according to their level soiling, which has allowed us to use shorter washing cycles.
- ✓ The adult pool has been significantly remodelled, reducing its depth almost 1 metre, which has significantly reduced the amount of water needed to fill it.
- ✓ 6 bathtubs have been removed from rooms and replaced with shower trays.
- ✓ A decalcifying machine has been installed in the pool bar coffee machine in order to ensure maximum product quality and prevent contamination.

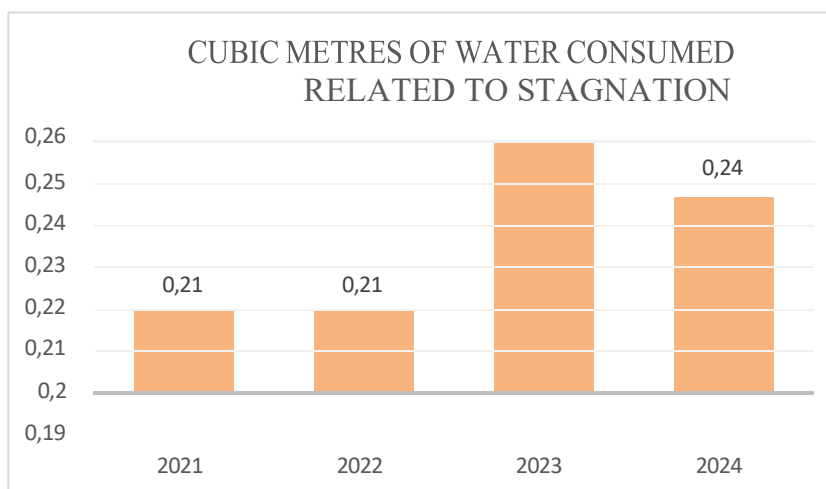
Table 2: Water consumption from 2022 - 2024

	2021	2022	2023	2024
<i>m³</i>	10.379	15.768	18.499	18.238
<i>Cost</i>	33.€	46.€	53.699 €	48.219,59 €
<i>Stays</i>	48.388	73.659	73.006	77.174
<i>m³ relating to stays</i>	0,21	0,21	0,25	0,24
<i>Cost related to stays</i>	0 €	0€	0€	0,62€

As can be seen in the table, water consumption relative to the number of stays increased in 2025 and this was due to the emptying and refilling of the 's pools. It is interesting to note that in 2024 there has been a decrease in the same index despite the fact that the pools have also been emptied and refilled, which is the result of the aforementioned tasks implemented.

With regard to the capacity for self-supply of water, we know that 3,727 m³ were recovered in 2023 and 2,644 m³ in 2024. This calculation comes from including the data from the regenerated greywater meter, plus rainwater plus source water. The decrease is related to lower rainfall activity in 2024 and lower consumption of mains water, which in turn affects the volume of reclaimed greywater.

With regard to water metering in different areas of the hotel, measurements were taken at different points, such as the following: grey water meter, *safareig* (small water reservoir) meter, restaurant area meter, meter in the new part of the hotel, meter in the middle and old part of the hotel and general hotel meter. The installation of meters was carried out at the strategic points mentioned above during the last season in to establish priority areas for action.



Graph 4: Water consumption relative to the number of stays over the years.

2.3 SOLID WASTE

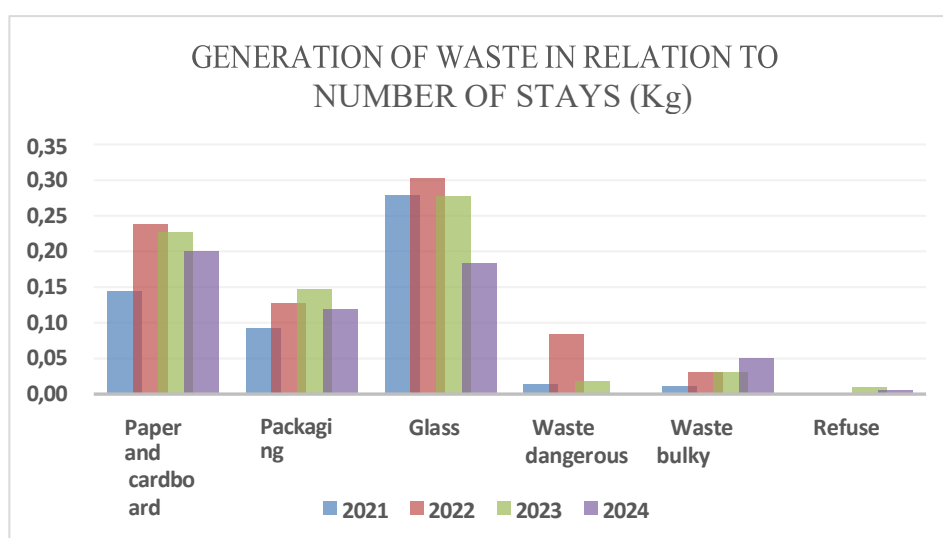
The actions taken to reduce the production of waste and/or to ensure that all waste is either reused or recycled in an appropriate manner are detailed below:

- ✓ Identification and definition of waste streams.
- ✓ Implementation of registers in 100% of selective collection.
- ✓ Improvement of waste sorting points.
- ✓ Elimination of single-dose Nespresso® capsules, jams and butters.
- ✓ Elimination of chlorine cylinders from the pools as an electrolysis system was installed.
- ✓ Implementation of efficient waste management in offices; recycled paper, and correct waste separation.
- ✓ Implementation of separation at source for guests, both in rooms and in common areas.
- ✓ Reusable bottles have been purchased to refill the coffee machines.
- ✓ Returnable and refillable containers are used in the laundry bleach. Also in the laundry, certified *eco-friendly* fabric softener is used.
- ✓ A biodegradable mulch has been purchased for the organic garden.
- ✓ Individually wrapped gel packs in rooms and common areas are eliminated and replaced by refillable gel packs.
- ✓ The skirts and bed base fabrics of the old beds are reused for the new acquisitions.
- ✓ The purchase of reusable bottles is encouraged in the SPA area, which can be refilled from the taps available in the establishment itself.
- ✓ The medium-sized refillable containers are replaced by larger ones in the SPA showers.
- ✓ Individual flip-flops have been removed from guest rooms and are now provided on request.
- ✓ Coffee biscuits in single-dose packaging are eliminated and replaced by biscuits purchased in a large capacity, recyclable container.
- ✓ The plastic bags used to transport organic waste from the Sa Tafona bar or from the pool bar to the composting area are eliminated. They are replaced by reusable bins.

- ✓ Glasses from guest rooms are reused for the hotel dining room.
- ✓ Bins for waste separation in all kitchen work areas.
- ✓ Separation of compostable organic matter.
- ✓ Implementation of compost management for gardens and orchards.
- ✓ Replacement of plastic picnic bags with paper bags.
- ✓ Replacement of plastic dry-cleaning wrapping with paper.
- ✓ Communication to staff and guests on how and where to recycle.
- ✓ Audit of the food warehouse with emphasis on the recording of wastage and FIFO system.
- ✓ Change in food management to ensure that food is not , thus reducing wastage.

The following graph shows the generation by type of waste over the last 4 years. It can be seen that for some types of waste there is a decrease and for others an increase. In any case, these variations are not significant and correspond to the usual inter-annual variations. It should also be mentioned that the data for paper and cardboard, packaging and glass waste for the past year 2024 do not include the figures for the months of October, November and December, and there is no data for hazardous waste either, due to a lack of communication from the external company in charge of managing the aforementioned data.

It should also be noted that there is now sufficient data available on the amount of waste that is rejected, which can be included in the graph; it can be seen that the fraction of waste that is rejected is minimal in relation to the number of rooms and, above all, in comparison with waste that can be recycled.



Graph 5: Waste generation in relation to the number of stays over the years.

With regard to the collection of compostable material, 14,880 kilos of organic waste were recovered from our kitchens last year 2024, which represents an increase of 9.5% compared to the year 2023.



Image 1: Photographs of the hotel's compost bins

2.4 HAZARDOUS SUBSTANCES

The following actions have enabled us to manage substances according to legal compliance and thus to define targets for the following years:

- ✓ Identification and registration of all chemicals with their location.
- ✓ Definition of storage of hazardous substances and measures necessary for their correct storage with spill-proof containers.
- ✓ Establishment of a hazardous waste storage facility.
- ✓ Communication, training and information on applicable regulations.
- ✓ Awareness of the correct use of the necessary PPE.
- ✓ Implementation of spill protocol.
- ✓ Implementation of spill registration.
- ✓ Registration as a small producer of hazardous waste.
- ✓ Include the selective removal of hazardous waste by Sóller Recicla.
- ✓ Follow-up on removal of used cooking oil by Sóller Recicla and its subsequent management.

During the past year 2024, the listed guidelines have continued to be implemented, but as of the date of writing the report, it has not been possible to collect the data from the external company.

3 SOCIAL RESPONSIBILITY (PEOPLE)

3.1 PERSONNEL AND HUMAN RIGHTS

We have continued with some actions that allow us to achieve compliance with our policies:

- ✓ Suggestion box in the staff room, we want to make sure that everyone can communicate with the management.
- ✓ Sustainability and CSR board in staff room to communicate policies and protocols.
- ✓ Variable remuneration for all staff linked to guest satisfaction.
- ✓ Communication to the client of the hotel's sustainability policy and the protocol for action in cases of child harassment.
- ✓ Associated with UNICEF, the Balearic Science Museum and the

Red Cross. In addition, we have carried out the following actions

throughout 2024:

- ✓ Training for more than 40 employees in sustainability.
- ✓ Sustainability consultancy and audits
- ✓ Refurbishment and improvement of the staff canteen infrastructure, including a new coffee machine.
- ✓ The installation of elevating beds and the incorporation of mattresses, in to facilitate and speed up the work of the cleaning staff, while at the same time ensuring their own health and safety.
- ✓ Installation of boots in the corridors of the rooms and lockers in bathrooms in common areas in order to store blankets and similar items inside them, thus avoiding the need for staff to carry heavy items.
- ✓ Purchase of new protective caps for the pool bar staff.
- ✓ The annual gift from the hotel to its employees continues; last 2024 it was a windbreaker with the hotel's logo.

Due to bad weather, the originally planned activity, which included a visit to a cultural centre, could not take place as the closing activity of the season. Instead, an atmospheric dinner was held:



Images 3: Photographs of the end-of-season .

3.2 GUESTS

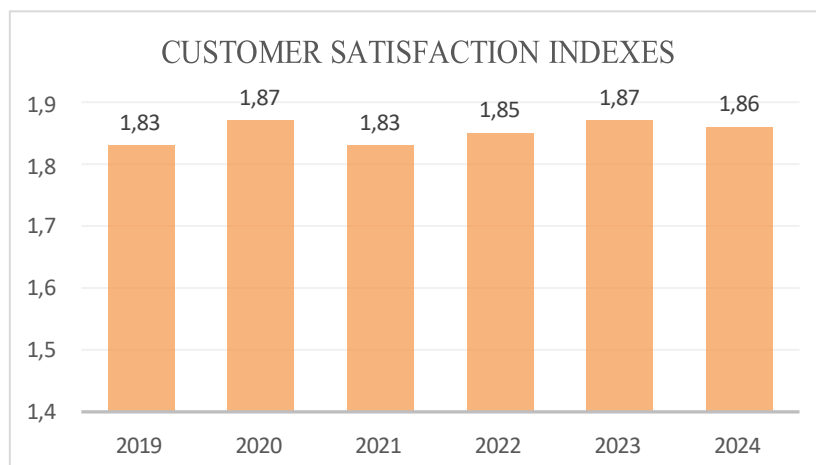
We want to ensure the degree of satisfaction of our guests and to give them the necessary protagonism in the use of resources and the generation of waste. These are some of the actions carried out:

- ✓ Gesthotels and Fidel Tour surveys.
- ✓ Suggestion follow-up register.
- ✓ Publication in infographics on eco-sustainable actions, both in the rooms and on the establishment's website and online directory.
- ✓ Communication on which option to choose when washing towels.
- ✓ Communication on how to separate waste in the rooms.
- ✓ Guided tour of the hotel with the aim of transmitting the local culture and how resources are managed.

In 2024, a total of 15 visits have been made to the hotel where the history of the establishment is explained. Within the aforementioned visits, a total of 165 guests have participated in this experience, which we find very satisfactory as, in addition to being able to explain the origin and history of the emblematic building that makes up our hotel, we can also highlight all the measures that we are carrying out in terms of sustainability.

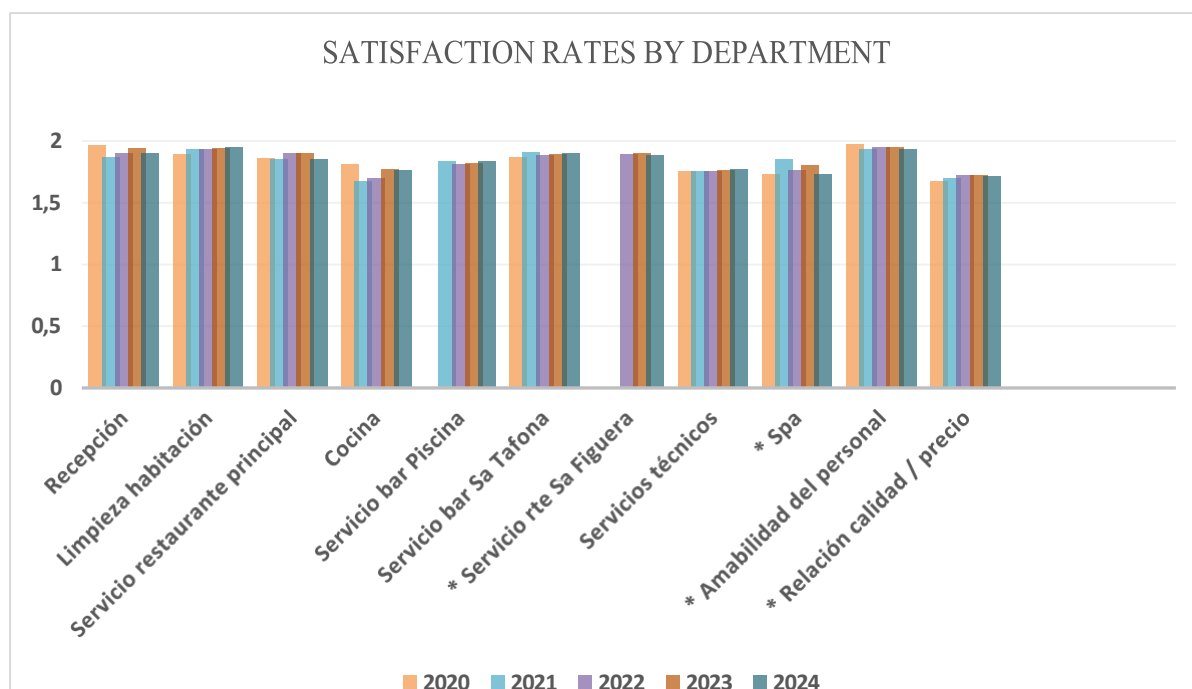
As mentioned above, customer satisfaction surveys are carried out every year and the following graph shows the index since the year 2000.

2019 to date. It should be noted that the resulting rating is out of a maximum score of 2 points, whereby the last rating of 1.86 corresponds to a score of 9.3 out of 10. This shows that customer satisfaction has always received excellent ratings, equivalent to more than 9 out of 10.



Graph 6: Customer satisfaction rates over the years.

It is also important for us to evaluate the degree of guest satisfaction among the different aspects or services of the hotel, in order to have a detailed vision that allows us to improve. In the following graph you can see its evolution over the last 4 years.



3.3 LOCAL COMMUNITY

In line with our policies, we take the following actions to support the local community:

- ✓ Guided tour for guests to learn about local culture and resources.
- ✓ Solidarity Jam, guests have the option making a donation to [Estel Nou](#), a association that trains people with disabilities so that they improve their quality of life. In addition, we use this jam in our buffet.
- ✓ We encourage and support local consumption by providing products made in Sóller and information at reception about activities and local commerce. One example is the sale of soaps made and produced in Sóller in the SPA area.
- ✓ Puig brand soft drinks, a local and Km 0 company, are incorporated.
- ✓ An entire wing of the hotel rooms has been renovated and local suppliers have been used for each new feature: all the furniture is from Can Castanyer, the baskets as waste bins are from Cas Sarrier, the bathroom sinks are from Joan Camposol, the tiles are from Can soler, the tapware is from Tolo Albertí, the mattresses are from Can Oliver, the computer graphics are from Can Catalayud and SomDos, the electrical installation is from T-Link and electrical Pere Coll, the materials to install the bed skirts are from the haberdashery Sa Lluna and the hardware store Can Bibí. All the suppliers and services mentioned are originally local, from Sóller. In addition, Can Calatayud, Cas Sarrier and Can Oliver enjoy the certificate of "Local Emblemàtic", a local recognition awarded to small traders in Sóller with more than 50 years of recognised work.
- ✓ U-energía, formerly El Gas, is chosen as the electricity management company. This company is also originally from Sóller, founded in 1892.



Image 4: Crafts for sale produced by local artisans



Figure 5: Door made by a local carpenter



Image 6: Locally produced products for sale at the SPA.

Continuing with the initiative of the previous season, from the Hotel Es Port we support the Tramuntanya race in its second edition, which is characterized by the promotion and awareness of our Universal Heritage Serra De Tramuntana. So much so that the presentation of the race took place in our establishment:



Image 7: Presentation of the 2nd edition of the Tramuntanya Sóller

In addition, our hotel is known for its active participation in the different fairs that take place in Sóller, which have the aim of promoting both the local product and importance of its care and preservation. Therefore, the Sa Figuera restaurant offers special menus at more competitive prices during the different celebrations. Last year, the restaurant took part in the *Fira de la Taronja* (Orange Fair), *Fira de sa Gamba* (Prawn Fair) and *Fira del Bolet* (Mushroom Fair).



Image 8: Menu of the Sa Figuera restaurant during its participation in the Fira de sa Taronja.

Furthermore, our hotel is strongly committed to local festivities and celebrations, such as the Firó, Sant Antoni or Sant Bartomeu, the local patron saint.

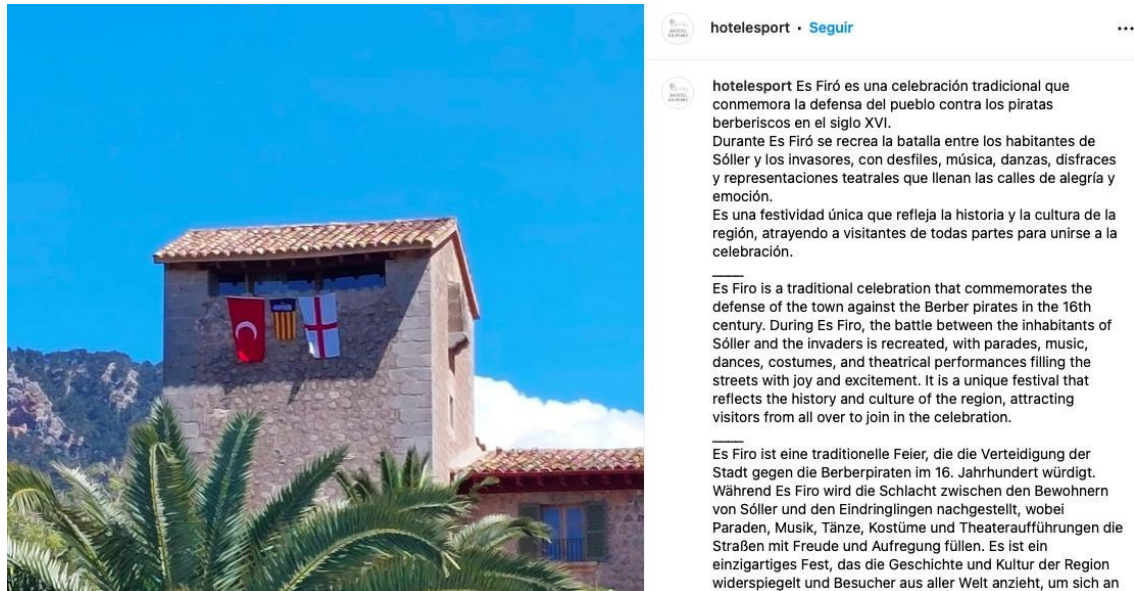


Image 9: Hotel's social media post with information about the Firó.

4 OBJECTIVES YEARS 2023/2024

The objectives set for 2023/2024 and their status of achievement to date are described below.

OBJECTIVE 1

PRIORITY AREA	INDICATOR	OBJECTIVE	YEAR
Food	Basket that minimises the use of packaging	Achieve 10% purchase of food products without packaging	2024
NO.	Action	RESPONSIBLE	INVESTMENT RESOURCES NECESSARY
1.1	Conduct KITCHEN assessment of purchased products to identify those that can be switched to bulk purchase.	Head Chef	Staff time
1.2	Carry out an evaluation at SA FIGUERA of the products purchased to identify those that can be switched to bulk purchase	Chief Sa Figuera	Staff time
1.3	Carry out a BAR assessment of purchased products to identify those that can be switched to bulk purchase	Bar Manager	Staff time
1.4	Conduct an evaluation in ECONOMATO of the products purchased to identify those that can be switched to bulk purchase	Chief Economist	Staff time

An evaluation was made of all products purchased in bulk or in reusable, biodegradable or bulk packaging. In the year 2023, a figure of 146,223.39 € was obtained for expenditure on these products and taking into account that the total expenditure on food and beverage products was 808,363 €, is a consumption of this type of product of 18%, which means that we have far exceeded the expected result.

In 2024, product-related investment continues to be monitored and the figure is expected to be equal to or higher than the previous year. In addition, a total purchase of €159,14 in local product has been made, which represents an increase of 61.88% compared to 2023, when €60,672.02 was invested in the same product.

OBJECTIVE 2

PRIORITY AREA		INDICATOR	OBJECTIVE	YEAR
Energy		Carbon footprint	Reduce carbon footprint by 10%.	2024
NO.	Action		RESPONSIBLE	INVESTMENT RESOURCES REQUIRED
2.1	Evaluation of boiler replacement alternatives		Management/Energy Manager/Sustainability Consultant/Head SSTT	Staff time / external consultancy hours.
2.2	Identifying Potential Subsidies		Management/Energy Manager/Sustainability Consultant/Head of SSTT	Staff time / external consultancy hours
2.3	Boiler Replacement		Management/ Head of SSTT	Staff time. Amount determined by the choice of boilers and grants available.
2.4	Exchange Diesel van for a 100% Diesel van electric		Management	38.€

In relation to the first sub-objective, our hotel organised an on-site visit and an estimate with the engineers of the company Punt de Servei Elèctric in order to evaluate alternatives regarding the change of boilers. In this way, we can establish that the first sub-objective has been achieved. The boiler replacement has not yet been carried out, but the hotel has clear intentions to carry out the project.

With regard to the second one, different subsidies have been acquired: for the training in sustainability of the hotel staff, for the acquisition of an electric *buggy*, with which we also mark the fulfilment of the aforementioned objective.

Finally, the diesel-powered van has already been replaced in 2023.

In addition, in order to avoid losing valuable information for the sustainability system regarding waste generation, the following target was set for 2023:

OBJECTIVE 3

PRIORITY AREA		INDICATOR	OBJECTIVE	YEAR
Registers		Registers completed	Achieve 100% completion of waste generation records. appropriately	2023
NO.	Action		RESPONSIBLE	INVESTMENT RESOURCES REQUIRED
2.1	Continue with the external consultancy service in sustainability management.		Management	Financial resources
2.2	Establish those responsible for completing the various registers		HR	Staff time
2.3	Monitor on a monthly basis that the records are filled in appropriately		HR/External Consultant	HR and External Consultant time.
2.4	Providing refresher training in sustainability for staff		HR	Staff time and company cost trainer.

At the end of the 2024 season, we can affirm that all the sub-sections of the third objective have been satisfactorily fulfilled; regular audits and consultancies are carried out on sustainability issues, for which Florencia Kogan, head of the Biolinea company's Sustainability Department, is responsible.

Also from the administrative side of the hotel, the records of waste, water resources, energy, diesel, etc. have been completed on a regular basis. Furthermore, all the information is always available to the sustainability consultancy staff of the same company Biolinea.

Finally, almost all the hotel staff has been trained in sustainability. Advantage has been taken of the government grant under the Recovery, Transformation and Resilience .

This report has been presented and shared with the following department heads.

Name	Cargo
Rosi Ferrer	Address
Flora Pons	Management
Patricia Montis	HR
Aina Bestard	Flats
Xisco Arbona	Kitchen
Lena Frau	Dining room
Eva González	Spa
Andreu Bernat	SSTT

Sóller, 19th March 2025.